



## **Customer Service for Printing Specialists**

This fast-paced two-day course for government printing specialists will deal with customer service as it specifically applies to providing government printing services. Through lecture, videos, role-playing and class interaction, attendees will gain insight and knowledge into providing better customer service in a government environment.

### **Topics include**

- The 7 Building Blocks for Superior Customer Service.
- Interviewing and Listening to Customers.
- Better Customer Service through Enlightened Customers.
- Being Pro-Active: Teaching Your Customers about Printing Requirements, Deadlines, and their Responsibilities.
- What Are Your Customers' Expectations and Hot Buttons?
- Its All In How You Say it, and How You Ask Questions.
- Saying No, Period, Exclamation Mark, or/and Providing Options.
- What to do When the Job Goes Wrong; Dealing with Irate Customers.
- Superior Trade Craft Makes Happy Customers; Quality Assurance and
- Speedy Turn-around.

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